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**FACSIMILE TRANSMISSION**

DATE: December 22, 2004

FROM:

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TO:

Mailstop: AF  
Commissioner for Patents  
United States Patent and  
Trademark Office

TELEPHONE:

RE:

Application No. 09/477,991  
Filed: 1/5/2000  
Art Unit: 2157  
Examiner: Barbara N. Burgess  
Inv.: Bryce A. Jones  
Docket No. 1264

FAX: (703) 872-9306

**MESSAGE** Attached are the following:

1. Transmittal (one page);
2. Response to the Final Office Action dated October 27, 2004, (25 pages).

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PTO/SB/21 (09-04)


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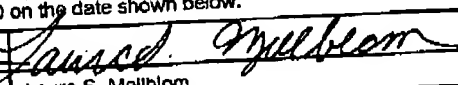
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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	09/477,991; Confirmation 1039	
	Filing Date	1/5/2000	
	First Named Inventor	Bryce A. Jones	
	Art Unit	2157	
	Examiner Name	Barbara N. Burgess	
Total Number of Pages in This Submission	25	Attorney Docket Number	1284

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
<b>Remarks</b> It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm	Setter Ollila LLC
Signature	
Printed Name	Gregg L. Jansen
Date	12/22/04
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Date	12-22-04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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REPLY UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
TECHNOLOGY CENTER 2100  
Patent

Practitioner's Docket No. 1264

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Application No.: 09/477,991

Filed: January 5, 2000

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

Group No.: 2157

Examiner: Barbara N. Burgess

Mail Stop AF

Commissioner for Patents

P.O. Box 1450

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Response to Office Action

Introductory Comments

In response to the **final** Office Action dated October 27, 2004, reconsideration is respectfully requested. The entire claim set of the application is included.